



WORKING AT HEIGHT POLICY

1. Introduction

A fall from height is one of the most common causes of serious injury or death in the workplace.

The Health and Safety Executive (HSE, 2014) defines working at height as any place above or below ground level where, if a person fell, they would be likely to suffer injury.

The Work at Height Regulations 2005 place duties on employers to ensure that any work at height is undertaken safely, preventing persons or equipment from falling.

Rapid Clean does not permit any employee to work at height. All our cleaning operations are designed to be carried out safely from ground level.

2. Purpose

The purpose of this policy is to confirm Rapid Clean position on working at height and to ensure:

- That no employee undertakes work at height.
- That alternative methods of access are provided for all cleaning tasks, such as the use of extendable tools.
- That our insurance requirements are always adhered to.
- That all employees follow training, guidance, and instructions to work safely.

3. Scope

This policy applies to all Rapid Clean employees, and temporary workers engaged in any cleaning or related operational activities on behalf of the company.

It covers:

- All work carried out on client sites, offices, schools, or other premises where Rapid Clean provides services.
- The use of all cleaning tools, equipment, and materials that may involve tasks traditionally associated with working at height.
- Any activities where there is a risk of falling, even from a low level (e.g., standing on chairs, steps, or unstable surfaces), which are strictly prohibited under this policy.
- Training, supervision, and monitoring of staff to ensure compliance with this policy and with the Work at Height Regulations 2005.

This policy applies at all times and in all locations where Rapid Clean employees or representatives are carrying out work-related duties. No exemptions will be made under any circumstances, including emergencies, unless authorised alternative safe systems of work have been formally approved by senior management.

4. Work at Height: Hierarchy of Control

Under the Work at Height Regulations, employers are required to follow a strict hierarchy when considering work at height:

- Avoid: Prevent work at height where possible.
- Prevent: Where work at height cannot be avoided, use equipment or other measures to prevent a fall.
- Minimise: Where the risk of a fall cannot be eliminated, use equipment or measures to minimise the distance and consequences of a fall.

At Rapid Clean, we comply with this hierarchy by avoiding work at height altogether.

All tasks are planned and completed from ground level using extendable tools.

Personal fall arrest systems (e.g. harnesses and lanyards) are not required, as employees are not permitted to work at height.

5. Company Position

Rapid Clean is fully committed to ensuring the safety of all employees and compliance with legal and insurance requirements. To eliminate the risks associated with working at height, the company has adopted the following position:

- No employee is permitted to work at height.
- All cleaning operations must be carried out from ground level using approved extendable equipment.
- Our insurance policy strictly prohibits working at height.

It is the duty of every employee to follow their training, company guidance, and all health and safety instructions.

6. Safe Working Practices with Provided Equipment

Although employees at Rapid Clean are not permitted to work at height, some cleaning tasks may require the use of extendable poles or other long-reach equipment.

To ensure this work is carried out safely:

- Extendable tools must only be used in accordance with the manufacturer's instructions.
- Employees must check the equipment before each use to ensure it is in good condition and free from defects.
- Tools should only be extended to a safe and manageable length, ensuring the employee always maintains firm footing and good posture.
- Employees must not overreach, lean excessively, or stand on furniture, steps, or makeshift platforms when using extendable equipment.
- Work areas should be kept clear of trip hazards while equipment is in use, and others should be kept at a safe distance to avoid being struck by tools or falling debris.
- Any damaged or faulty equipment must be removed from use immediately and reported to the contracts manager.

These safe working practices ensure that cleaning tasks can be performed effectively without exposing employees to the risks associated with working at height.

